



Friends of Oakland Animal Services

Job Title:	Adoption Coordinator
General Purpose:	<p>Under general supervision, this role is responsible for facilitating on-site and off-site adoptions for animals from Oakland Animal Services (OAS). Since 2020, OAS has made great strides in improving the experience of potential adopters and increasing lifesaving. The adoption rate for dogs and cats has tripled since that time.</p> <p>The ideal candidate will be highly organized, flexible and able to work well in a fast-paced team environment.</p> <p>Adoptions are done primarily on-site during open adoption hours, currently four days per week, which are supported by staff and highly committed volunteers. One goal for this role is to build the capacity of volunteers, so that we can increase open adoption hours to seven days per week. With approximately 40% of OAS dogs in foster care, the Adoption Coordinator will also be tasked with improving the adoption program for foster dogs to better engage foster volunteers in the marketing and adoption process.</p> <p>As a pilot shelter in the Human Animal Social Services (HASS) program, OAS has introduced equity focused shelter-intake and community-serving programs, such as providing access to veterinary care, to help keep animals with their families. Through support from Friends of Oakland Animal Services (FOAS), OAS has created an Outcome Team, made up of the Foster, Adoption, Transfer and Behavior Coordinators, to focus on placing animals and reducing length of stay.</p>
Location:	<p>Oakland Animal Services 1101 29th Ave, Oakland, CA 94601</p>
Job Classification:	Full time, hourly, non-exempt position
Reports to:	<p>FOAS Board of Directors for employment matters OAS Director or his/her designee for daily job operational needs</p>
To Apply:	Please email resume and cover letter to info@oaklandsanimals.org
Job Description	
<p>Job Duties and Responsibilities</p> <ul style="list-style-type: none"> • Oversee all aspects of the OAS adoption program for dogs, cats, rabbits and other small animals • Create a system to collect and consolidate information about each adoptable animal from various sources (e.g. previous owner, staff, volunteers, etc.) • Create a system to make the aforementioned information available to staff and volunteers involved in the adoption process so they can match adopters with suitable animals, and provide adopters with all known information about the animal they are adopting • Assess the overall adoption process to identify pain points and bottlenecks, and develop systems to overcome these • Develop and provide training, support and oversight to shelter and foster volunteers who are involved in the adoption process • Support staff and volunteers in more challenging adoption situations by interacting directly with the potential adopter to resolve any concerns 	

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- As needed, provide matchmaking and adoption counseling services to potential adopters, directly or by connecting them with volunteers
- Ensure new OAS adopters are provided post-adoption advice and support, as needed
- Assist with marketing and promotion of adoptable animals, especially harder-to-place animals and foster animals
- Regularly engage on the volunteer community board
- Assist in coordinating off-site adoption events and facilitating adoptions at these events
- Create a tracking system potential adopters so that information learned from a matchmaking session is not lost if the person doesn't adopt one day but returns soon thereafter
- Provide regular reports to shelter management and the FOAS board regarding program status, successes and challenges
- Other duties as assigned

Qualifications and Education Requirements

- Associates degree or equivalent from an accredited college or technical school
- Experience with coordinating teams of either staff or volunteers
- Experience with creating processes and systems
- Experience as an adoption counselor and with providing post adoption support preferred
- Ability to work with dogs with behavioral challenges preferred
- Familiarity with harder-to-place dogs and cats preferred
- Familiarity by training or experience with basic animal care such as handling animals, vaccination, deworming, weighing and giving medications
- One year of experience working or volunteering with an animal care, rescue, or shelter
- Valid Driver's License preferred

Required Knowledge, Skills and Abilities

- Commitment to the mission, goals and success of Oakland Animal Services
- Knowledge of basic animal health care and safe animal handling practices
- Strong computer skills, including Microsoft Office and database systems
- Ability to establish and maintain effective and cooperative working relations with the public, other employees and volunteers
- Flexibility, adaptability, aptitude for effectively prioritizing multiple tasks and a strong work ethic
- Ability to recognize symptoms of common animal diseases; ability to lift and handle cats, and interact safely with dogs preferred

Working Conditions

- Primary work location in an animal shelter environment
- Exposure to loud noises in the kennel areas
- Potential for exposure to animal feces, blood, and zoonotic diseases
- Potential for exposure to animal bites and scratches
- Must be able to work a flexible schedule which may include evenings and weekends



Friends of Oakland Animal Services

- Must be able to tolerate the emotional aspect of work in an animal shelter environment, including the use of euthanasia

Compensation

- \$25 - \$28/hour DOE; Nine select paid holidays, plus accrued vacation and sick time based on hours worked. Partial health benefits and 401k retirement plan also offered.